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Parts

# newschannel update

TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: April 13, 2018

## RECALL CAMPAIGNS

Campaign	Information
<b>PEND 205 238 Seat Lock</b> MY 2017-2018, Models 205, 238 (C-Class Coupe & Cabriolet, E-Class Coupe & Cabriolet) Seatback Lock	<ul style="list-style-type: none"><li>3,088 affected vehicles flagged in VMI as "Pending"; 181 vehicles in dealer inventory; 8 MBUSA internal vehicles</li><li>Parts are not yet available.</li><li>Customer interim letters will be mailed by May 29, 2018; 2<sup>nd</sup> notification approximately 1 week after the remedy becomes available in late June 2018.</li></ul>
<b>PEND 190 253 DSAB</b> MY 2018, Models 190 and 253 (AMG GT-Class, GLC-Class) Replace Driver Airbag Module	<ul style="list-style-type: none"><li>57 affected vehicles flagged in VMI as "Pending"; 25 in dealer inventory; 1 MBUSA internal vehicles</li><li>Parts are not yet available.</li><li>Customer interim letters will be mailed by May 28, 2018; 2<sup>nd</sup> notification approximately 1 week after the remedy becomes available in Q3 2018.</li></ul>

## SERVICE CAMPAIGNS

Campaign	Information
<b>2018010012</b> MY 2017, Model 463 (G-Class) Update ECU Software, Retrofit Harness	<ul style="list-style-type: none"><li>113 affected vehicles flagged in VMI as "Open"</li><li>Parts are available and may be ordered.</li></ul>
<b>2018030007</b> MY 2018, Model 205 (C-Class) Replace Coolant Hose	<ul style="list-style-type: none"><li>364 affected vehicles flagged in VMI as "Open"</li><li>Parts are available and may be ordered.</li></ul>
<b>2018010003</b> <i>Dealer Reimbursement Update</i> MY12-13, Model 172 (SLK-Class) Exchange SLK Airbags	<p>As a follow-up to the March 28<sup>th</sup> NCA, customers are being incentivized to make service appointments to exchange driver and front passenger airbags for research purposes.</p> <ul style="list-style-type: none"><li>Free Service A or \$150 towards any other service.</li><li>MBUSA will reimburse dealers \$150 per redeemed PIN; January 31, 2019 deadline to redeem the offer. Once the PINs have been uploaded to the Engage platform, dealers should follow the standard reimbursement process to claim their \$150.</li><li>Contact the CAC for PINs, (877) 402-8791.</li></ul>





# newschannel update

## TAKATA RECALL CAMPAIGNS WARRANTY AND TRAINING

### Takata Recall Campaigns 2018030001 and 2016090001

As previously announced in Work Instructions and Warranty Simplification NCU released on March 30th, this serves as a reminder that all technicians performing repairs on current and future Takata recalls must have completed the following training course.

- Course Code: X0069E-US.MTA (AKUBIS®: Driver Airbag replacement)
- Location: The Learning Link
- Please note: Video is for reference purposes only, be sure to follow the specific work instructions by VIN, which are posted on STAR TekInfo.

As of 4/6/2018, in order to claim warranty reimbursement, the technician who performed the repair on the vehicle needs to have completed the online course. This course has been tied to the technician training and will be enforced in EVA when claiming the operation codes published on active Takata campaigns.

Please refer to the April 10, 2018 NCA for additional training requirements.

## CONSTRAINED PARTS

Listed below is the list of top constrained parts. Please use the backorder recovery date as your ETA. Also, the below listed parts are not be eligible for special procurement case submission. Please refer to the Weekly Constrained Parts Listing in NetStar for the complete listing of affected part numbers.

CONSTRAINED PART NUMBER	PART DESCRIPTION	QTY RCVD 4/3-4/10	BACKORDER RECOVERY
A 000 423 09 12 07	BRAKE DISK, VENTED	6	UNKNOWN
A 000 545 44 84	CONNECTOR	93	APRIL 2018
A 008 420 41 20 28	TS DISK BRAKE PAD	0	UNKNOWN
A 166 720 42 02 64	MOULDING	13	APRIL 2018
A 166 720 45 02 64	TRIM STRIP	35	APRIL 2018
A 166 720 47 02 64	MOULDING	3	APRIL 2018
A 166 817 75 00	MERCEDES STAR	163	APRIL 2018
A 166 820 10 45 28	TS WIPER BLADE	3,230	APRIL 2018
A 169 543 03 31	ELECTRICAL WIRING HARNESS / 0,75	0	APRIL 2018
A 204 421 00 00 07	BRAKE DISK	0	UNKNOWN
A 204 720 17 63 8P26	DOOR PANELING	0	UNKNOWN
A 204 720 17 63 9D88	DOOR PANELING	0	UNKNOWN
A 204 720 27 01 9D88	DOOR INTERIOR TRIM	0	UNKNOWN
A 204 720 96 62 9D88	TRIM DRIVERS DOOR	0	UNKNOWN





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CONSTRAINED PART NUMBER	PART DESCRIPTION	QTY RCVD 4/3-4/10	BACKORDER RECOVERY
A 205 900 11 33 80	REMAN CU COMPL HEADUNIT AUDIO	0	UNKNOWN
A 213 820 45 03	LED Logo Projector	0	UNKNOWN
A 221 490 08 10	EXHAUST GAS LINE	0	UNKNOWN
A 222 421 51 00	BRAKE DISK, VENTED	0	UNKNOWN
A 271 070 37 01 80	REMAN HIGH-PRESSURE PUMP	12	UNKNOWN
A 274 090 17 29	INTAKE LINE	70	UNKNOWN

## CONSTRAINED PARTS – VORs ONLY

The following parts are constrained and will only be processed as VORs: **A 004 159 79 03 – Spark Plug & A 270 180 01 09 – TS Oil Filter** (maximum order line quantity of 10). We ask that you manage inventory for repairs only as we continue to work on the supply remedy with our vendor.

## SPECIAL PROCUREMENT BOTTLENECK DELAYS

Due to a bottleneck situation, SP is facing delays in responding to their dealer inquiries. Until further notice, please kindly email on the most critical cases such as buy-back, VOR warranty, MBUSA pay or VIPs to [171-SpecialProcurement@mbusa.com](mailto:171-SpecialProcurement@mbusa.com). Also, please note in the subject line: SP case #/Paragon #/Part # and VIN #.

## REMAN BACKORDERS

Backorders are currently experienced due to increased demand for Reman parts. As a result, we ask that you refrain from ordering the new part variant when linked in a supersession with Reman via ZVOR. Ordering the new part variant when there is no availability of both new and Reman does not ensure faster delivery of order. You are encouraged to order the new part variant if there is availability of the new part variant.

Please refer to the *Reman Backorders* NCA dated April 6, 2018 for additional information.

## ETA REQUESTS

Please be reminded that ETA requests are to be submitted via the *Exception Report* tab in Paragon.

## SPECIAL PROCUREMENT ETA REQUESTS

Please email SP case inquiries to [171-SpecialProcurement@mbusa.com](mailto:171-SpecialProcurement@mbusa.com). Please ensure that you include the SP case number, Paragon/Part/VIN numbers with your inquiry. CB5 orders/inquiries should be emailed to [171-PACSPS@mbusa.com](mailto:171-PACSPS@mbusa.com).





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### RETURNS

The following part numbers should no longer be installed and any existing stock on hand must be returned to your facing PDC via **Special Return**, use Item Category **SCM Authorized Part Return**; include a copy of the NCA as your authorization to return these parts. This special return will not affect your return allowance and will not be accepted after the specified date. Substitution link entered into Paragon. Please place orders to replenish your inventory, as needed.

RETURNS Part	Part Number to be Returned	New Part Number	Return Deadline
Window Guide	A2387204901	A238720490128	April 26, 2018
	A2387205001	A238720500128	
Sealing Rear Door	A2137400178	A2137402900	April 26, 2018
Charging Cable	A0005831101	A0005839102	May 3, 2018

### SPECIAL RETURNS – Exceeding Purchases

System settings have been modified to remedy returns that yield “Exceeding Purchases” error messages. After verifying that the part was purchased within the last 36 months. If all is correct, please create a special return as illustrated below:

The screenshot shows the 'Parts Inquiry & Order' interface. At the top, there are buttons for 'Import From', 'Create Order', 'Simulate Order', 'Convert', and 'Recent Orders'. Below these, the 'Order Type' is set to 'Special Returns' (indicated by a green arrow). The 'PO Number' is 20180406122301. The 'Shipping Cond.' is 'Assigned Carrier'. The 'Alt tax' is '3rd Party'. Below the order type, there is a dropdown menu for 'First Change order type to Special Returns'. The main table lists various item categories with their quantities and sources. The categories include 'SPOM auth part ret.', 'SPOM auth tool ret.', 'SCM auth part ret.', 'SCM auth core ret.', 'Selling back request', 'PDC Adj Scrap', 'Free item Return cat', and 'Default Item Returns'. Green arrows point to the 'SCM auth part ret.' and 'SCM auth core ret.' categories, which are highlighted in blue. A tooltip on the right side of the table provides instructions: 'If part is a new part select SCM Auth Part Return.' and 'If you are trying to return a CORE (70) - select SCM auth Core Return'.

- Select “Special Returns” order type
- Select Item Category:
  - SCM auth part ret – If the part is new part, select “SCM Auth Part Return”
  - SCM auth core ret – If you are trying to return a Core part (70), select “SCM Auth Core Return”

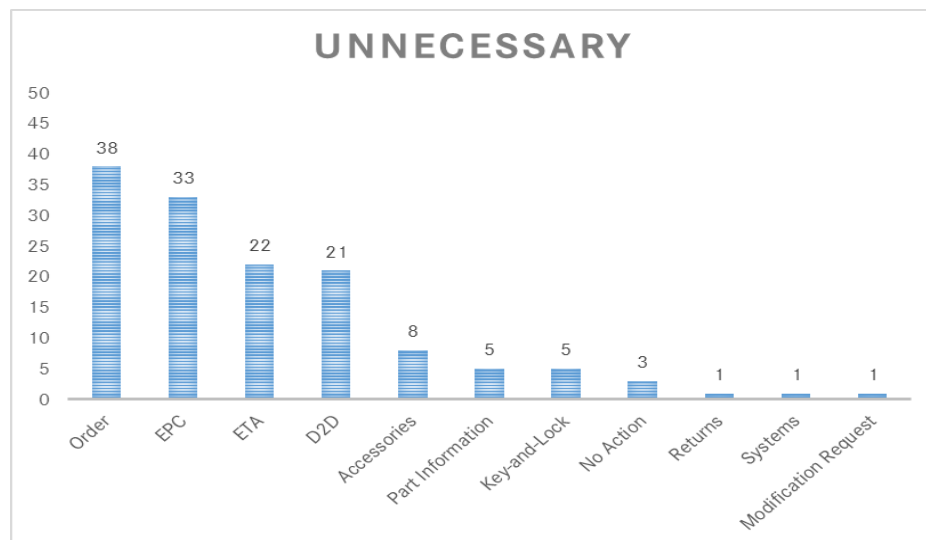
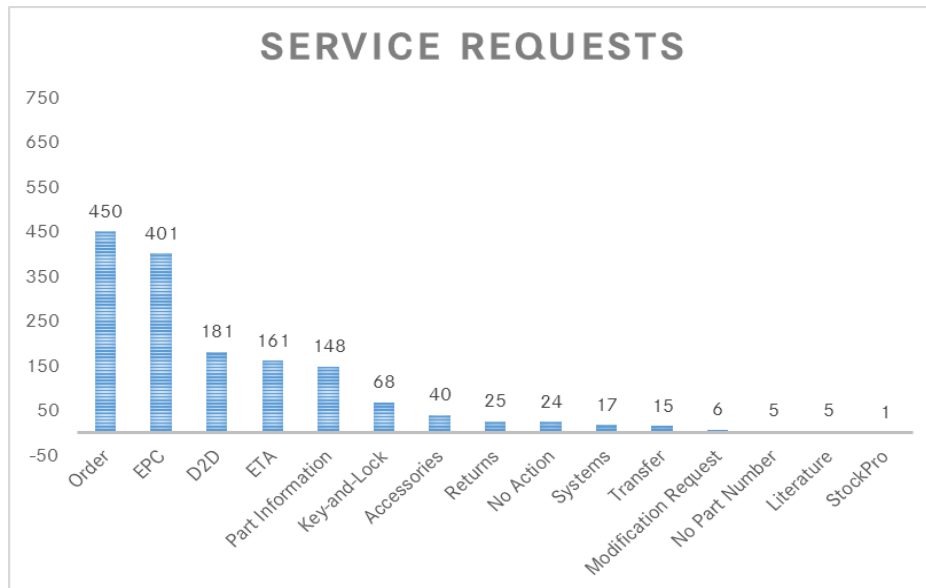




# newschannel update

## PAC Service Request Volume

For the week of April 2<sup>nd</sup>, the PAC received **1,547** service requests (Passenger Cars – 1,493; Sprinter – 54); 138 (9%) unnecessary calls.



## ETA REQUEST VOLUME

For the week of April 2<sup>nd</sup>, the PAC processed 1,650 ETA requests – 1,489 emails/ 161 calls.





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### PROGRAMS AND PRODUCT UPDATES

#### **Tire Program – DMS Pricing**

Please be advised that some special pricing for tires for the month of April did not make the pricing tape. The pricing in Paragon is correct but does not match the DMS. You are to manually enter the correct tire prices to your DMS for proper invoicing.

Please refer to the *MBUSA Tire Program – DMS Pricing* NCA dated April 10, 2018 for additional information.

#### **Price Reductions – Condensers**

Effective April 15<sup>th</sup>, an average of 40% decrease in pricing will be in effect for a select group of condensers.

Please refer to the *April 2018 – Price Reductions* NCA dated April 12, 2018 for additional information.

#### **2018 OEC Coaching Program**

The program has launched and the full price of coaching has increased to \$1,500/day with MBUSA providing a higher subsidy and lower price for the dealers.

Dealers can enroll in 2, 4 or 6 days at a cost of \$1,500, \$2,000 or \$3,000 respectively.

Please refer to the *2018 OEC Coaching Program Overview* NCA dated April 13, 2018 for additional program details.

#### **Genuine PartProtection VMI Integration**

The VMI integration with Genuine PartProtection is now complete. You are now able to see which Genuine PartProtection extended warranties and/or service contracts are associated to the VIN. Please allow 1 week for VINs to reflect additional plans as the system is updated weekly.

Please refer to the *Genuine PartProtection VMI Integration* NCA dated April 13, 2018 for more information.

#### **Express Service by Mercedes-Benz**

Per the requirements for the 2018 Express Service program, dealers are required to have a dedicated Express Service Advisor and must use job code 557 to identify same. This code will be used for reporting and audit purposes to ensure compliance with the program requirements. Program guides and related information is available on the Express Service microsite on NetStar.

Please refer to the *Express Service by Mercedes-Benz* NCA dated April 13, 2018 for additional program information.





## newschannel update

### PAC Reminders

#### Authorized Callers/ Dealer Roster

- Please ensure that all active Parts personnel are included on your roster. The PAC **cannot** modify the dealer roster; the System Administrator at each dealership is responsible for updating the roster in NetStar under the *Dealer Personnel Maintenance* tab.

#### Core Returns

- Core return inquiries should be emailed to [core-return-inquiries@mbusa.com](mailto:core-return-inquiries@mbusa.com). This inbox is monitored daily with a reply delivered within a week of submission.

#### Credits and Debits

- Requests for debits/credits are to be submitted via the *Debit, Credit Request/Inquiry Form* on the PAC website. Inquiries for your submissions should be emailed to [Parts\\_Credits\\_Debits@mbusa.com](mailto:Parts_Credits_Debits@mbusa.com).

#### Accessories and Part Specification Requests

- To efficiently expedite requests, all specification requests should be submitted via either the "Accessories Specification Request Form" or "Parts Specification Request Form" on the PAC website (*Forms & Links* tab).

#### D2D - HazMat Parts

- Parts classified as HazMat cannot be shipped D2D. These part types are only available for pick-up at your facing PDC as will-call.

#### Literature (Returns/Credits)

- Literature part numbers are searchable in Paragon as well as available in StarTekInfo. Please replace the spaces in the part numbers in StarTekInfo with dashes when placing order in Paragon.
- Literature orders placed by 2:00 pm Eastern will ship the same day; orders received after 2:00 pm Eastern will ship the next business day.
- Short shipments and credit requests are to be handled directly with RRD. Please do not enter credit requests in Paragon.
- Returns are to be initiated by the dealer directly with RRD (email: [MBUSA@rrd.com](mailto:MBUSA@rrd.com)). Please contact RRD to coordinate a pre-paid return. Credit will be issued once the returned material is confirmed by RRD.

#### National Accounts

- Returns, debits/credits inquiries are to be submitted to the respective National Accounts vendor (Dealer Tire, ExxonMobil, PGW). MBUSA Contact Person - David Wheat, [David.Wheat@mbusa.com](mailto:David.Wheat@mbusa.com) or (770) 705-3714.

#### Stock Checks

- Requests must be submitted via the "Stock Check Request Form" on the PAC website (*Forms & Links* tab). Please include pictures of the part (side by side) in question as well as the label and box.

#### Special Tools

- Inquiries are to be emailed to [mbtoolsandequipment@mbusa.com](mailto:mbtoolsandequipment@mbusa.com).

#### StockPro

- Inquiries/issues with the StockPro program should be emailed to [StockPro@mbusa.com](mailto:StockPro@mbusa.com).

